

# MHSOAC

Mental Health Services  
Oversight and Accountability Commission

## ISSUE RESOLUTION PROCESS SUBCOMMITTEE AGENDA

August 3, 2016 1:00 PM to 4:00 PM

Steinberg Conference Room, 1325 J Street, Suite 1700,

Sacramento, CA 95814 (916) 445-8696

Call-in Number: 866-817-6550 (Listen Only) Participation code: 3190377

TIME	TOPIC	AGENDA ITEM
1:00 PM	<b>Welcome and Introductions</b>  <i>Commissioner Khatera Aslami-Tamplen, IRP Subcommittee Chair Commissioners Larry Poaster and Assembly Member Tony Thurmond, Subcommittee members</i> <ul style="list-style-type: none"><li>• Introductions</li><li>• Opening remarks</li><li>• Review agenda</li></ul>	
1:10 PM	<b>Presentation: Issue Resolution Process Design: Lessons from Psychology and Law</b>  <i>Presenter: Professor Donna Shestowsky, J.D., Ph.D. UC Davis School of Law</i> <ul style="list-style-type: none"><li>• Open Discussion and Public Comment</li></ul>	1
1:50 PM	<b>Presentation: Best Practices in Issue Resolution and Complaint Processes in Large Health Care Organizations.</b>  <i>Presenter: Barbara Pelletreau, R.N., MPH, Senior Vice-President Dignity Health</i> <ul style="list-style-type: none"><li>• Open Discussion and Public Comment</li></ul>	2
2:30 PM	<b>Presentation: How Counties Use Issue Resolution and Complaint Processes for Quality Improvement.</b>  <i>Presenter: Sarah Eberhardt-Rios, MPA, Deputy Director Behavioral Health – Program Support Services San Bernardino County Department of Behavioral Health</i> <ul style="list-style-type: none"><li>• Open Discussion and Public Comment</li></ul>	3

Meetings may be recorded. All meeting times are approximate and subject to change. Agenda items are subject to action by the MHSOAC and may be taken out of order to accommodate speakers and to maintain a quorum, unless noted as time specific. Pursuant to the Americans with Disabilities Act, individuals who, because of a disability, need special assistance to attend or participate in a Mental Health Services Oversight and Accountability Commission meeting may request assistance at the Commission offices, 1325 J Street, Suite 1700, Sacramento, CA 95814, by calling 916-445-8696, or by emailing the MHSOAC at [mhsoac@mhsoac.ca.gov](mailto:mhsoac@mhsoac.ca.gov). Requests should be made one week in advance whenever possible. To accommodate people with chemical sensitivity, please do not wear heavily scented products to MHSOAC meetings.

TIME	TOPIC	AGENDA ITEM
3:10 PM	<p data-bbox="367 310 865 342"><b>Issue Resolution Process Solutions</b></p> <p data-bbox="367 380 1268 411"><i>Khatera Aslami-Tamplen, Subcommittee Chair, Discussion Facilitator</i></p> <ul data-bbox="415 449 967 480" style="list-style-type: none"> <li data-bbox="415 449 967 480">• Open Discussion and Public Comment</li> </ul>	4
3:50 PM	<p data-bbox="367 548 907 579"><b>Wrap-up, Action Items, and Next Steps</b></p> <p data-bbox="367 596 976 627"><i>Khatera Aslami-Tamplen, Subcommittee Chair</i></p>	
4:00 PM	Adjournment	

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